
Getting Started

This chapter will describe the preliminary steps involved in setting up Call Tracking. It will also briefly introduce the major graphical displays which Call Tracking uses to monitor your Meridian 1 call data. The remainder of this chapter will describe how to connect to your Meridian 1 and start the data collection and monitoring process.

Before using Call Tracking, you must install and configure the software. Refer to Getting Started in the *MAT Common Services User guide* for complete details on installing this application.

System access

To access Call Tracking, you must first access and logon to the MAT system. To run MAT, double-click on the **Meridian Administration Tools** icon from the program group in which it was installed (e.g., StartUp). This will initiate the MAT system and display its Common Services icons. Click on the main **Meridian Administration Tools** icon to access the MAT Logon dialog. In this dialog, enter your User ID and Password. The MAT dialog will appear containing the installed MAT applications. To run Call Tracking, double-click on the **Call Tracking** icon.

Display

Call Tracking is unique in that it contains several graphical display windows which include the Meridian 1's data. These graphical displays appear as windows within the main Call Tracking window. Use the Display commands to select the types of windows which will be displayed in Call Tracking.

Graphical Displays

The individual graphical displays provide the main functions for your Call Tracking application. Each module displays the Meridian 1's call records in a unique format. Set up these displays in the way you would like to view them (using the mouse to position them on the window) and keep this setup for viewing. As the call records are output by the Meridian 1, Call Tracking will present the information using these graphical displays.

The graphical displays contain control-menu commands which can be used to change their appearance on the main window (e.g., minimized or maximized). Certain graphical displays also include control-menu commands which can be used to define the parameters of their contents.

The following is a brief description of the Call Tracking graphical displays.

System Times

The System Times dialog displays the current time (from your PC) and the date and time when you started collecting the call record information. Use this dialog as a reference for your data collection.

Recent Call History

The Recent Call History graphical display lists the most recent call information (up to 20 call records) and includes a line-by-line listing of the call records. It also lists the total number of calls as well as the duration of the longest incoming, outgoing, tandem, and internal calls.

Current Call Information

The Current Call Information dialog lists the details of the most recent call. It includes such items as the call's start date and time, originating and terminating ID, duration, and digits dialed.

User Defined Speedometer

The User Defined Speedometer is a speedometer-like analogue gauge (call meter) which displays user definable calling activity. For example, you can set up this call meter to display the percentage of calls which are greater than five minutes in duration or those which use a specific authorization code. The User Defined Speedometer also contains a definable alarm threshold which, when exceeded, will activate an alarm.

Percent Calls by Duration Graph

The Percent Calls by Duration Graph displays a percentage of the total calls separated into distinct time frames. Each item in the graph represents the percentage of total calls which have a duration within each time interval.

Call Origin Graph

The Call Origin Graph displays the total percentage of incoming, outgoing, tandem, and internal calls. The horizontal axis contains each type of call and the vertical axis lists their percentage values based on the total number of calls.

Call Origin Pie Chart

The Call Origin Pie Chart displays the percentage of calls as either incoming, outgoing, tandem, or internal in a pie chart format. Select the type of call to be displayed from its control-menu. The title of this function window contains the type of call displayed.

Ring Time Meter

The Ring Time Meter contains two gauges which display ring time information (time taken for an extension to ring before it is answered or disconnected). The first meter displays the ring time for the last incoming call. The second meter displays the average ring time for all incoming calls collected during the current call monitoring session. The Ring Time Meter will also generate an alarm if the ring time exceeds a definable threshold value.

Data Supervisor

The Data Supervisor is a separate MAT Common Services application which Call Tracking uses to connect to and establish communications with the Meridian 1. Once you set up Call Tracking to run real time collection and you have selected the communications parameters from the Communications Database, the Data Supervisor will allow you to collect the data records from the Meridian 1. Call Tracking can then monitor the call data output from the Meridian 1. You can edit the Communications Database directly from Call Tracking.

Running Call Tracking

The following sections will outline the basic steps involved in opening a site and beginning the call monitoring process. You can monitor call data in either real time mode or from a data file. If you are using Call Tracking in real time mode (i.e., you are collecting and analyzing the calls as they are completed and recorded on the Meridian 1), then you must first set up a communications connection to the Meridian 1. If you are monitoring calling activity from a data file, then you need to select the formatted data file for monitoring.

Open Site

Before you can monitor call data, you must first select the site name to which its data corresponds. Each Call Tracking site represents the location and configuration of a specific Meridian 1.

To open a site, click on **Open Site** from the File drop-down menu. When the Open Site dialog appears, select the site from the list of predefined site names and click on the **OK** command button. The sites in this list were previously created using the Site Configuration application from MAT Common Services. Refer to the *MAT Common Services User guide* for complete details on creating sites.

Once you have opened a site, you are ready to monitor its call records. The following sections will briefly describe how to monitor the call data in both real time mode and from a data file.

Set up Real Time connection

The Real Time function allows you to set up a connection to the site's Meridian 1 and monitor the calls as they are sent from it. Before initiating the real time data collection and monitoring process, you must first set up the Communications Database to connect to the Meridian 1 (either directly or through an optional buffer unit). The data records will then be collected from the Meridian 1 through the Data Supervisor and monitored using Call Tracking. The Communications Database contains the criteria which your system uses to connect to and communicate with the Meridian 1.

Communications Database

To access the Communications Database, select **Edit Database** from the Real Time drop-down menu in the main window. The Communications Database dialog will appear displaying the communications and connection criteria for this site's Meridian 1.

From this dialog, you can select the SDI number and predefined script filename to be used for connection to this site's Meridian 1. The remaining fields of this dialog are updated according to the parameters set in the Site Configuration application from MAT Common Services and therefore appear grayed. These are listed for informational purposes.

Figure 1
Communications Database dialog

The screenshot shows the 'Communications Database' dialog box. It features a title bar and three buttons on the right: 'OK', 'Cancel', and 'Help'. The main content area is divided into several sections. At the top, the 'SDI' section has five radio buttons: 'SDI1', 'SDI2', 'SDI3' (which is selected), 'SDI4', and 'File'. Below this is the 'M1 Communication Parameters' section, which is further divided into sub-sections. The 'Site Name' field contains 'Company Head Office'. The 'Buffer Type' field contains 'No buffer'. The 'Baud Rate' section has eight radio buttons: '110', '300', '600', '1200' (selected), '2400', '4800', '9600', and '19200'. The 'Data Bits' section has four radio buttons: '5', '6', '7', and '8' (selected). The 'Parity' section has five radio buttons: 'None' (selected), 'Odd', 'Even', 'Mark', and 'Space'. The 'Stop bits' section has three radio buttons: '1' (selected), '1.5', and '2'. Below these is the 'Device' section with four radio buttons: 'COM 1', 'COM 2' (selected), 'COM 3', and 'COM 4'. To the right of the 'Device' section are three text fields: 'Phone Number' with the value '297', 'PC Modem Type' with the value 'HAYES', and 'M1 Modem Type' with the value 'NO modem'. At the bottom of the dialog are two text fields: 'Filename' and 'Script Name' with the value 'collect.scr'.

Refer to the Communications Database section of the File Monitor Functions chapter for complete details on entering data in this database.

Connect

To start collecting and monitoring the call records using this communications criteria, click on **Connect** from the Real Time drop-down menu. There will be a brief delay as the communications process is initiated.

Call Tracking can now monitor calls as they are recorded by the Meridian 1.

Use the Call Tracking display commands to adjust the layout of its graphical displays. If you wish to set an alarm for specific types of calls, use the Alarms command. Select the alarm definitions from the Alarms drop-down menu, set up these definitions, and turn on the desired alarm modes.

If you wish to pause the monitoring process at any time, click on **Pause** from the File drop-down menu. Click on **Pause** again to resume the monitoring session. To stop the real time monitoring of the calls, click on **Disconnect** from the Real Time drop-down menu. Click on **Connect** again to resume the session.

Collect from Data File

The second method of monitoring calls is to view the records from a file which contains the call records. To monitor call information from a call detail file rather than in real time mode, click on **Data File** and select **Start File**. At the file prompt, enter the name of the call detail file which you wish to monitor and click on the **OK** command button.

For the Data File option, Call Tracking reads and displays normalized detail files (e.g., DETAIL1.DAT). A normalized detail file is an ASCII format text file containing the raw CDR data records output from the Meridian 1. The CDR records must be converted to this normalized format during the MAT Call Accounting data collection procedure (either as it is collected from a supported buffer unit or using script instructions). It uses script commands to convert the CDR records output from the Meridian 1 to this normalized format.

Refer to the script reference section in the *MAT Common Services User guide* for complete details on script commands. As well, refer to the *Call Accounting User guide* for more details on data collection and conversion.

Once you select a valid detail filename, Call Tracking will start the monitoring process and display calling information from each call in the call detail file. You can change the pace at which the calls are being displayed by clicking on **Pacing Factor** from the Data File drop-down menu and clicking on the pacing factor scroll bar. Turn on (X) the **Continuous** check box to have Call Tracking continue monitoring the data file when the data file ends.

To stop reviewing records from the call detail file, click on **End File** from the Data File drop-down menu. To start the reviewing process again, click on **Start File**. This will not resume the viewing from where you stopped; it will start it from the beginning of the file.